**IT Applications, Unit 4**

**Ch 4, Organisations and information needs, p 129-136**

What is an information system?

1. Define an information system.

* A group of components that work together.

1. List the 4 components of an information system.

* Equipment
* Data
* Personnel
* Procedures

**Components of an information system**, p 131

**Equipment**

1. **Software**

Elaborate under each of the following four main types of software.

1. Operation or system software

* Controls the actual operations of the computer hardware. A computer system without an operating system would not be able to run any applications.

1. Application software

* Provides support to computer users. These programs are generally created by programmers and sold in large quantities to customers.

1. Utility software

* System software that performs a particular task. Most operating systems include utility programs that perform tasks such as diagnosing problems, scanning disks and defragmenting disks.

1. Programming software

* A set of words and/or codes that allow a programmer to communicate instructions to a computer.

**2 Hardware**

a. List the 5 core components of a pc.

- Input devices

- Output devices

- System unit

- Storage devices

- Communication devices

**3 Data**

1. Describe the nature of data.

* When entered into a computer it is raw and unorganised. May be entered as numbers, letters, words, images or sounds.

**4 Personnel**

1 Who are the personnel in organisations?

* The personnel in organisations are paramount to the success of an information system. The personnel are also known as the users.

**5 Procedures**

1. What is the purpose of procedures?

* Procedures are the series of steps that are followed so that tasks are performed uniformly and consistently.

**Information characteristics in organisations,** p 133

**Information flow**

1. What is meant by information flow?

* Information flow is the operation of information being transported throughout the four levels of hierarchy within the organisation.

1. List the four hierarchy levels within a large organisation and the people who are at each of these levels.

* Senior management
* Middle management
* Operational management
* Operational workers

**Structure of information, p 134**

Describe the following categories or structures of information and which hierarchy level uses the information.

1. Detail reports

* Involve the communication of all the assembled records

1. Summary reports

* A brief version of the detail report that uses totals and averages rather than reporting individual terms

1. Aggregate reports

* Similar to detailed reports but they only relate to one particular factor or subject. If middle management wants to find out the sales record of a particular product over the past two years it would use the aggregated sales report of that product

1. Sample reports

* Section of the detailed information that provides senior management with an idea of the overall situation. Taking a sample of the detailed information means that managers do not need to wade through what is often irrelevant

1. Exception reports.

* Identifies data that shows a variation from the set or target result, and helps managers identify situations that require action.

**Decision-making in organisations, p 135**

Under each of the following levels of management describe the characteristics of decision making made, strategic, tactical, operational and day-to-day decisions.

1. Decision-making by senior management

* Strategic decisions can involve very complicated problems that relate to the long term goals of an organisation

1. Decision-making by middle management

* Middle management makes tactical decisions to solve problems that affect the running of the organisation

1. Decision-making by operational management

* They deal with day to day operational decisions such as dealing with customers and ordering more stock

1. Decision-making by operational workers

* The workers at the operation level also make day to day decisions that help the efficient running of a business.